

RETURNS HANDLING

For trouble-free handling of returns, please observe the following steps.



1. Return delivery note

The return delivery note provided by us must be printed out and sent with the goods. In the case of a customer complaint, we would ask you, in addition, to provide a description of the fault.



2. Packaging

Please remember to pack the return item so it is well protected. Please ensure appropriate padding for the item, so that it is not damaged whilst being returned.



3. Returns sticker

The returns sticker with barcode provided by us must be fixed onto the parcel in an easily-visible position.



4. Postage for the parcel

Parcels must be provided with the proper amount of postage stamps. Please do not send any parcels back to us „freight forward“. If parcels do not have the correct postage paid, we will refuse to accept them! If the return dispatch is for a case under warranty, then we will arrange collection of the goods.

The return identification number is a number issued uniquely, and therefore is only specified for this particular return delivery note.

The warranty conditions are in accordance with the general terms of business of HOMA Pumpenfabrik GmbH. These can be consulted on our home page under www.homa-pumps.com